

Camacho, Amy

From: Camacho, Amy
Sent: Friday, November 25, 2016 3:27 PM
To: Ngo, Kim
Cc: Brown, Jamesr
Subject: FW: Record of Communication: Country Club Mobile Home Park, Slidell, LA

Hi Kim,

Please see below the summary of my discussion today with Mr. Falco. I will be touching base with him again on Tuesday at 10:00 AM.

Thanks,
Amy

From: Camacho, Amy
Sent: Friday, November 25, 2016 3:26 PM
To: 'Jennifer Kihlken' <Jennifer.Kihlken@LA.GOV>
Cc: amanda.laughlin_la.gov <amanda.laughlin@la.gov>; caryn.benjamin_la.gov <caryn.benjamin@la.gov>; John Williams (LDH-OPH) <John.Williams@LA.GOV>; Ngo, Kim <Ngo.Kim@epa.gov>
Subject: RE: Record of Communication: Country Club Mobile Home Park, Slidell, LA

Thank you Jennifer. I just got off with the complainant. I did provide these updates with him. He is pleased with Jacinta's assistance. He did still have the overlying concern of 1) the raw sewage coming up from the shallow well, 2) the operator's lack of knowledge with metering correctly, and 3) his lack of training or understanding of the new type of disinfectant being used. Mr. Falco did mention the pressure dropped to 8 psi today but had left a voice mail with Jacinta this afternoon and the pressure appeared to be back up. Also, Jacinta gave him a parish email address recently (Wednesday?) to request their water be hooked up to the closest water system per article 4 section 23-402.00 which requires the connection of sewer and potable water be established to closest water system if closer than 300 ft and is more than 50 connections. (Jacinta and him counted 68)

Thanks again Jen,
Amy

From: Jennifer Kihlken [<mailto:Jennifer.Kihlken@LA.GOV>]
Sent: Friday, November 25, 2016 11:04 AM
To: Camacho, Amy <camacho.amy@epa.gov>
Cc: amanda.laughlin_la.gov <amanda.laughlin@la.gov>; caryn.benjamin_la.gov <caryn.benjamin@la.gov>; John Williams (LDH-OPH) <John.Williams@LA.GOV>
Subject: Re: Record of Communication: Country Club Mobile Home Park, Slidell, LA

Amy, the owner has been working to correct the issues. Jacinta checked the pressure on Wednesday. The recorder showed no drops below 15 psi from Monday to Wednesday at 10 am. However the system remains on the boil advisory. We were concerned of drops that might occur over the holidays when more people were around and using water. Jacinta plans to get the recorder on Monday.

The last set of bacteriological samples collected by our staff were clear. The chlorine residuals had appeared to stabilize.

If you speak to the complainant and he has different information, please let me know. Jacinta can follow up on issues he has Monday.

Thanks, Jen

Sent from my iPhone

On Nov 25, 2016, at 10:45 AM, Camacho, Amy <camacho.amy@epa.gov> wrote:

GM Ladies,

I am following up per Kim's request to see if there are any updates to be shared with Mr. Falco today. I am not sure if anyone is in the office today so I am reaching out by email.

Thank you for your continued assistance regarding this water system.

-Amy

From: Ngo, Kim

Sent: Tuesday, November 22, 2016 3:33 PM

To: Brown, Jamesr <brown.jamesr@epa.gov>

Cc: Camacho, Amy <camacho.amy@epa.gov>

Subject: RE: Record of Communication: Country Club Mobile Home Park, Slidell, LA

Jim,

I just called Jennifer after Mr. Falco called. She is looking into the wastewater overload idea that Mr. Falco raised. She will give Jactina and Poppi a heads up on the medical report that Mr. Falco plans to share with them. She thanked us for fielding the call and keeping her in the loop. She will have Jacinta send us an update tomorrow.

Amy,

When you return on Friday, please review the update from the state and see if there are any updates to be shared with Mr. Falco, and give him a call. Please send me a summary of the follow up. Thanks.

From: Brown, Jamesr

Sent: Tuesday, November 22, 2016 2:30 PM

To: Jennifer Kihlken <Jennifer.Kihlken@LA.GOV>; Saunders, Jerry <Saunders.Jerry@epa.gov>; Lane, Willie <Lane.Willie@epa.gov>

Cc: Ngo, Kim <Ngo.Kim@epa.gov>; Camacho, Amy <camacho.amy@epa.gov>; Ryan Rosser <Rosser.Ryan@epa.gov>; amanda.laughlin_la.gov <amanda.laughlin@la.gov>; caryn.benjamin_la.gov <caryn.benjamin@la.gov>

Subject: RE: Record of Communication: Country Club Mobile Home Park, Slidell, LA

Kim and I just fielded another call a few minutes ago from Mr. Falco, of Slidell, LA again complaining about the water at the Country Club Mobile Home Park. He said the pressure dropped to under 8 psi and 2 psi on separate occasions over the weekend and alleges the operator is purposefully reducing the water pressure in the distribution system so it doesn't overload an undersized waste water treatment system used by the Park and operated by the same man, Mr. Frank Mangano.

He said Jacinta Grisclair from LDH has visited the system a few times and said she's doing a good job, but the conditions linger and someone needs to do something about this water system. Mr. Falco stated the PWS has been on a boil order advisory for over 45 days now and wonders what it takes to compel the operator to comply with the regulations.

Passing this communique along to enforcement, CID and LDH for action.
Thank you.

James R. Brown, P.G.
Associate Director
Safe Drinking Water Branch
Water Division
U.S. EPA Region 6
1445 Ross Avenue (Mail Code: 6WQ-S)
Dallas, Texas 75202-2733
Phone: (214) 665-3175

<http://www.epa.gov/region6/water/index.htm>

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From: Jennifer Kihlken [<mailto:Jennifer.Kihlken@LA.GOV>]
Sent: Thursday, November 17, 2016 2:38 PM
To: Brown, Jamesr <brown.jamesr@epa.gov>; Saunders, Jerry <Saunders.Jerry@epa.gov>; Lane, Willie <Lane.Willie@epa.gov>
Cc: Ngo, Kim <Ngo.Kim@epa.gov>; Camacho, Amy <camacho.amy@epa.gov>; Ryan Rosser <Rosser.Ryan@epa.gov>; amanda.laughlin_la.gov <amanda.laughlin@la.gov>; caryn.benjamin_la.gov <caryn.benjamin@la.gov>
Subject: RE: Record of Communication: Country Club Mobile Home Park, Slidell, LA

Thank you for sharing with us. Our staff has been very active at this water system since mid-October.

The system has been on a boil advisory since Oct. 20, 2016. The cited reason is treatment failure. Our staff has performed multiple site visits over the past month. The water system has been cited with multiple violations including inadequate chlorine injection system, pressure fluctuations, utilizing the an unapproved chlorine analyzer.

This is a small ground water system that serves approximately 68 connections with a population of approximately 204.

Please let us know if you need further information.

Thanks! Jen. Kihlken

From: Brown, Jamesr [<mailto:brown.jamesr@epa.gov>]
Sent: Thursday, November 17, 2016 2:14 PM
To: Saunders, Jerry; Lane, Willie
Cc: Ngo, Kim; Camacho, Amy; Ryan Rosser; Amanda Laughlin; Jennifer Kihlken
Subject: Record of Communication: Country Club Mobile Home Park, Slidell, LA

I just finished a conversation with a resident from the Country Club Mobile Home Park in Slidell, LA, Mr. Falco, who called EPA Region 6 today.

Mr. Falco was very upset and alleges the owner of the mobile home park, Mr. Frank Mangano, who he claims also serves as the park's water and wastewater system operator, is putting high levels of straight bleach into the water lines. (Mr. Falco said he was a former water and wastewater plant employee and that he tested the water at levels well above 8 ppm.) He stated he is sick from the water and his doctors don't know how to treat him. He also claims a man died from the water at the park and that a baby became very ill from it. Mr. Falco thinks the well is shallow (about 150 feet deep) and that the well is contaminated with overflow from the park's sewage treatment system.

He also stated that LDH has had the water system on a boil advisory for 38 days, and Mr. Falco claims to have been unable to use the water for 58 days. He also stated the well has no backflow prevention device, and that the pressure in the system is less than 15 psi. He also stated he's had problems with water at the park for eleven years. The water is very turbid as shown in the following video which he referred by to:

<http://www.wdsu.com/article/water-boil-advisory-issued-for-country-club-trailer-park-in-slidell/5248896>

Mr. Falco claims to have contacted LDH about this problem, and stated he thinks Mr. Mangano is well connected is getting off easy by county and state regulators.

Kim Ngo and Amy Camacho are following up on this complaint and may be in touch with all of you shortly.

James R. Brown, P.G.
Associate Director
Safe Drinking Water Branch
Water Division
U.S. EPA Region 6
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Dallas, Texas 75202-2733
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